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PTO/SB/08A (08-00)

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Substitute for form 1449A/PTO

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(use as many sheets as necessary)

Sheet 1 of 1

Application Number	09/688,694
Filing Date	October 17, 2000
First Named Inventor	C. LEFEBVRE et al.
Group Art Unit	2163
Examiner Name	Unassigned
Attorney Docket Number	47004.000062

U.S. PATENT DOCUMENTS

Examiner Initials *	Cite No. ¹	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number	Kind Code ² (if known)			
JS	U1	5,945,653		Walker et al.	08-31-1999	
JS	U2	5,974,399		Giuliani et al.	10-26-1999	
JS	U3	6,009,415		Shurling et al.	12-28-1999	

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NON PATENT LITERATURE DOCUMENTS

Examiner Initials *	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
JS	P1	PCT-International Search Report dated 01-22-2001 for Application Serial No. PCT/US01/32144	

Technology Center 2100

Examiner Signature	Date Considered
<i>John Young</i>	6-1-03

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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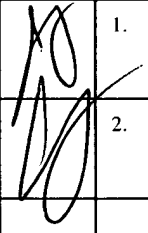
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FOREIGN PATENT DOCUMENTS

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			YES	NO
	1.	Salesforce Automation/Customer Relationship Management, Computer Telephony Specialist, 05/25/99		
	2.	Craig Stedman, Utilities, telcos seek marketing edge, Computer World, vol. 32, no. 16, pp. 20, 04/20/98		

EXAMINER SIGNATURE

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